

STATE OF MARYLAND
Maryland Energy Administration

THIS RFP IS DESIGNATED A CLASS III SMALL PROCUREMENT
(More than \$10,000 but no more than \$25,000)

Information Technology Services

PART I - PURPOSE

The Maryland Energy Administration (MEA) is an agency of the State of Maryland. MEA is authorized by State law to maximize energy efficiency, increase the use of renewable and clean energy sources, and improve the environment. MEA is also engaged in the broader issues of sustainability, climate change and alternative transportation fuels and technologies.

MEA through this Request for Proposals (RFP) is seeking proposals for IT services related to server system support and maintenance for a twelve (12) month period.

PART II – GENERAL INFORMATION

A. Incurred Expenses

Neither MEA nor the State of Maryland will be responsible for any costs incurred by any Offeror in preparing and submitting a quotation in response to this solicitation.

B. Contractor Responsibilities

MEA will enter into a written contractual agreement with the selected Offeror (the “Contractor”) only. The Contractor shall be responsible for all products and services required by this solicitation.

C. General Contract Conditions

Any contract resulting from this solicitation shall include the following contractual terms and conditions. (See generally, COMAR 21.05.07.06 (F) and (G)).

1. Parties to the Contract (including Contractor taxpayer identification #)
2. Scope of the Contract
3. Dollar value of the Contract
4. Length of the Contract
5. Compliance with State Finance and Procurement Article Clause
6. Compensation and Method of Payment
7. Contract Amendments Clause
8. Dispute Clause

9. Maryland Law Prevails Clause
10. Nondiscrimination Clause
11. Anti-Bribery Clause
12. Termination for Default Clause
13. Termination for Convenience Clause
14. Termination for Nonappropriation Clause
15. Delays and Extension of Time Clause

D. Compensation

Following the successful completion of the activities outlined in Part IV Scope of Work below, a proper original invoice shall be submitted. Payments to the Contractor pursuant to any resulting contract shall be made no later than thirty (30) days after the State's receipt of a proper original invoice from the Contractor. Each invoice must reflect the Contractor's Federal Tax Identification Number, or Social Security Number if Contractor is an individual or sole proprietor.

E. Protest

The State provides avenues for any vendor to protest against the award or the proposed award of a contract. All protests should be filed in accordance with COMAR Title 21, State Procurement Regulations, Subtitle 10, Administrative and Civil Remedies.

F. Minority Business Enterprise Notice

Certified minority business enterprises are encouraged to respond to this RFP. Questions relevant to certification should be directed to the Maryland Office of Minority Business Affairs at (410) 767-8232.

A Minority Business Enterprise Subcontracting Goal has not been established for this RFP.

G. Compliance with Law/Arrearages

By submitting an offer in response to this solicitation, the Offeror, if selected for award, agrees that it will comply with all federal, state, and local laws, rules, regulations and ordinances applicable to its activities and obligations under the contract. By submitting an offer in response to this solicitation, the Offeror represents and warrants that it is not in arrears with respect to the payment of monies due and owing the State of Maryland, or any department or unit thereof, including but not limited to, the payment of taxes and employee benefits, and if selected for award, that it shall not become so in arrears during the term of the contract.

H. Acknowledgment of Amendments

Although no amendments to this solicitation are anticipated, this solicitation requires the acknowledgment of the receipt of all amendments, addenda, and changes issues.

PART III – QUALIFICATIONS

The Offeror must have previous professional experience in the Information Technology Industry. The Offeror should have:

- Experience supporting and maintaining server systems with government entities and private groups;
- Experience with Microsoft Exchange, ASA 5510 firewall, Cisco Unified Communications equipment and server related software; and
- Experience integrating network equipment (printers) with server systems.

PART IV - SCOPE OF WORK

The Contractor shall provide services to perform the following:

- Develop an appropriate timetable to achieves results;
 - Advanced Network maintenance and support staff will deal with all server and network infrastructure troubleshooting, network advice, network policy and planning tasks. A copy of the current MEA server diagram is attached. A new server will be built, the parts list is attached. This support Scope of work includes the current server, which will be decommissioned as well as the new server. Support will include anything Level 1 IT manager may need assistance with, in addition to the following:
1. Staffing – Maintenance and Support Staff
 - a. This is IT staff with a knowledge of networking and server infrastructure support and maintenance.
 - b. Contractor will be in contact with MEA manager and onsite Level 1 staff.
 - c. Contractor will meet with MEA IT managers on a quarterly basis to review the status and progress of the agreement.
 2. Back office network support (updates, backups...)

- a. Personnel will attempt repair of network related operating systems and hardware.
 - i. If outside assistance is required, staff will advise MEA of the situation. MEA agrees to pay for outside assistance if both parties determine it is necessary.
 - ii. Staff will be available to place call-in phone support or to work onsite with outside contractor.
 - iii. This expense is to be covered by MEA.
 - iv. Contractor is NOT responsible for data loss in this situation.
- 3. Advanced network connectivity support.
 - a. If it is determined that the problem is beyond the scope of contractor personnel to resolve (broken cabling in wall, malfunctioning network hardware in the form of switch or hub), Contractor will advise best course of action to return to operational state. Any expense is to be covered by MEA. (New switch/hub, cable contractor)
 - b. Contractor will coordinate with local network and Internet connectivity supplier networking personnel to establish connectivity and resolve connectivity related problems.
- 4. Planning
 - a. Contractor staff will work with MEA to plan for future IT infrastructure updates and changes.

PART V – PROPOSAL FORMAT

All proposals shall be prepared in a straightforward and concise manner, delineating the Offeror's capabilities to satisfy the requirements of the RFP and, specifically, the requirements for the tasks listed in Part IV, Scope of Work. **While there are no specific page limitations, please be concise.** Proposals will contain the following information:

- A. **Letter of Transmittal** – A Letter of Transmittal on the Offeror's business stationery will accompany the Technical Proposal. The sole purpose of this letter is to provide a record of transmittal of the proposal in addition to the receipt of all amendments, addenda, and changes issued. The letter should be brief and signed by an individual who is authorized to commit the Offeror to the services and requirements stated within the RFP.
- B. **Technical Proposal**
 - 1. Title Page - Contact information for the organization and all personnel who will perform the work; phone; fax, email or web addresses, and Federal ID numbers.
 - 2. Demonstration that the Offeror has the capacity to perform certain tasks listed in the Scope of Work.

- C. **Price Proposal** –The price proposal shall be in the form of an hourly rate which shall apply for the duration of the contract. Financial information submitted shall be irrevocable for a period of ninety (90) days after the due date of the proposal.

PART VI – EVALUATION CRITERIA

A review panel consisting of MEA staff will review proposals and may interview Offerors. All proposals that are in compliance with requirements and qualifications will be evaluated based on the following criteria:

1. Offeror's Experience and Demonstration of Qualifications (75 points)
2. Price (25 points)

If, upon review of the proposals, the review panel has further questions, Offerors may be invited for oral presentations.

PART VII – BASIS OF AWARD

MEA may, at its sole option, enter into discussions with each responsible Offeror and ask the Offerors to submit "best and final offers" before making an award. Thereafter, the award of the contract will be made to the responsible Offeror whose proposal is determined to be most advantageous to the State.

Electronic submissions of the Technical and Price Proposals in a portable document format (PDF) (must be compatible with Adobe Acrobat Reader), are due to the attention of MEA Procurement Officer Maria Ulrich (mulrich@energy.state.md.us) at MEA by May 10th, 2010 by 2:00 PM EDT. A return e-mail will acknowledge receipt of the proposal.

Maria Ulrich
Maryland Energy Administration
60 West St., Suite 300
Annapolis, MD 21401

Please address your questions to Maria Ulrich at (410) 260-7655.